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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/746,508	12/26/2000	Robert H. Willis	BS99-184	9790

28970 7590 05/27/2003

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EXAMINER

KRAMER, JAMES A

ART UNIT

PAPER NUMBER

3627

DATE MAILED: 05/27/2003

Please find below and/or attached an Office communication concerning this application or proceeding.

Interview Summary

Application No.

09/746,508

Applicant(s)

WILLIS ET AL.

Examiner

James A. Kramer

Art Unit

3627

All participants (applicant, applicant's representative, PTO personnel):

(1) James A. Kramer.

(3) _____.

(2) Michael Oblon.

(4) _____.

Date of Interview: 19 May 2003.

Type: a) ☒ Telephonic b) ☐ Video Conference

c) ☐ Personal [copy given to: 1) ☐ applicant 2) ☐ applicant's representative]

Exhibit shown or demonstration conducted: d) ☐ Yes e) ☐ No.

If Yes, brief description: _____.

Claim(s) discussed: 1,8 and 12.

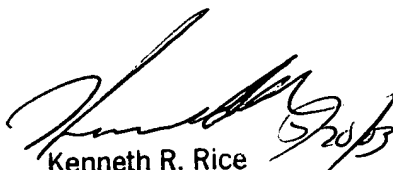
Identification of prior art discussed: Applicant's disclosure and US Patent Number 6,035,285 to Schlect et al..

Agreement with respect to the claims f) ☒ was reached. g) ☐ was not reached. h) ☐ N/A.

Substance of Interview including description of the general nature of what was agreed to if an agreement was reached, or any other comments: Applicant's proposed amendments to the claims were discussed. In particular the proposed amendments to claim 1 would overcome the current rejection to the claim and possibly the cited prior art, however further consideration and/or searching is required.

(A fuller description, if necessary, and a copy of the amendments which the examiner agreed would render the claims allowable, if available, must be attached. Also, where no copy of the amendments that would render the claims allowable is available, a summary thereof must be attached.)

THE FORMAL WRITTEN REPLY TO THE LAST OFFICE ACTION MUST INCLUDE THE SUBSTANCE OF THE INTERVIEW. (See MPEP Section 713.04). If a reply to the last Office action has already been filed, APPLICANT IS GIVEN ONE MONTH FROM THIS INTERVIEW DATE TO FILE A STATEMENT OF THE SUBSTANCE OF THE INTERVIEW. See Summary of Record of Interview requirements on reverse side or on attached sheet.


Kenneth R. Rice
Primary Examiner

Examiner Note: You must sign this form unless it is an Attachment to a signed Office action.


Examiner's signature, if required

Summary of Record of Interview Requirements

Manual of Patent Examining Procedure (MPEP), Section 713.04, Substance of Interview Must be Made of Record

A complete written statement as to the substance of any face-to-face, video conference, or telephone interview with regard to an application must be made of record in the application whether or not an agreement with the examiner was reached at the interview.

Title 37 Code of Federal Regulations (CFR) § 1.133 Interviews

Paragraph (b)

In every instance where reconsideration is requested in view of an interview with an examiner, a complete written statement of the reasons presented at the interview as warranting favorable action must be filed by the applicant. An interview does not remove the necessity for reply to Office action as specified in §§ 1.111, 1.135. (35 U.S.C. 132)

37 CFR §1.2 Business to be transacted in writing.

All business with the Patent or Trademark Office should be transacted in writing. The personal attendance of applicants or their attorneys or agents at the Patent and Trademark Office is unnecessary. The action of the Patent and Trademark Office will be based exclusively on the written record in the Office. No attention will be paid to any alleged oral promise, stipulation, or understanding in relation to which there is disagreement or doubt.

The action of the Patent and Trademark Office cannot be based exclusively on the written record in the Office if that record is itself incomplete through the failure to record the substance of interviews.

It is the responsibility of the applicant or the attorney or agent to make the substance of an interview of record in the application file, unless the examiner indicates he or she will do so. It is the examiner's responsibility to see that such a record is made and to correct material inaccuracies which bear directly on the question of patentability.

Examiners must complete an Interview Summary Form for each interview held where a matter of substance has been discussed during the interview by checking the appropriate boxes and filling in the blanks. Discussions regarding only procedural matters, directed solely to restriction requirements for which interview recordation is otherwise provided for in Section 812.01 of the Manual of Patent Examining Procedure, or pointing out typographical errors or unreadable script in Office actions or the like, are excluded from the interview recordation procedures below. Where the substance of an interview is completely recorded in an Examiners Amendment, no separate Interview Summary Record is required.

The Interview Summary Form shall be given an appropriate Paper No., placed in the right hand portion of the file, and listed on the "Contents" section of the file wrapper. In a personal interview, a duplicate of the Form is given to the applicant (or attorney or agent) at the conclusion of the interview. In the case of a telephone or video-conference interview, the copy is mailed to the applicant's correspondence address either with or prior to the next official communication. If additional correspondence from the examiner is not likely before an allowance or if other circumstances dictate, the Form should be mailed promptly after the interview rather than with the next official communication.

The Form provides for recordation of the following information:

- Application Number (Series Code and Serial Number)
- Name of applicant
- Name of examiner
- Date of interview
- Type of interview (telephonic, video-conference, or personal)
- Name of participant(s) (applicant, attorney or agent, examiner, other PTO personnel, etc.)
- An indication whether or not an exhibit was shown or a demonstration conducted
- An identification of the specific prior art discussed
- An indication whether an agreement was reached and if so, a description of the general nature of the agreement (may be by attachment of a copy of amendments or claims agreed as being allowable). Note: Agreement as to allowability is tentative and does not restrict further action by the examiner to the contrary.
- The signature of the examiner who conducted the interview (if Form is not an attachment to a signed Office action)

It is desirable that the examiner orally remind the applicant of his or her obligation to record the substance of the interview of each case. It should be noted, however, that the Interview Summary Form will not normally be considered a complete and proper recordation of the interview unless it includes, or is supplemented by the applicant or the examiner to include, all of the applicable items required below concerning the substance of the interview.

A complete and proper recordation of the substance of any interview should include at least the following applicable items:

- 1) A brief description of the nature of any exhibit shown or any demonstration conducted,
- 2) an identification of the claims discussed,
- 3) an identification of the specific prior art discussed,
- 4) an identification of the principal proposed amendments of a substantive nature discussed, unless these are already described on the Interview Summary Form completed by the Examiner,
- 5) a brief identification of the general thrust of the principal arguments presented to the examiner,
(The identification of arguments need not be lengthy or elaborate. A verbatim or highly detailed description of the arguments is not required. The identification of the arguments is sufficient if the general nature or thrust of the principal arguments made to the examiner can be understood in the context of the application file. Of course, the applicant may desire to emphasize and fully describe those arguments which he or she feels were or might be persuasive to the examiner.)
- 6) a general indication of any other pertinent matters discussed, and
- 7) if appropriate, the general results or outcome of the interview unless already described in the Interview Summary Form completed by the examiner.

Examiners are expected to carefully review the applicant's record of the substance of an interview. If the record is not complete and accurate, the examiner will give the applicant an extendable one month time period to correct the record.

Examiner to Check for Accuracy

If the claims are allowable for other reasons of record, the examiner should send a letter setting forth the examiner's version of the statement attributed to him or her. If the record is complete and accurate, the examiner should place the indication, "Interview Record OK" on the paper recording the substance of the interview along with the date and the examiner's initials.

ShawPittman LLP

A national law firm serving leading corporations

TO:	Examiner J. Kramer	DATE:	May 16, 2003
ORGANIZATION:	USPTO		
FAX NUMBER:	(703) 746-9123	PHONE NUMBER	(703) 305-5241
TOTAL PAGES (INCLUDING COVER):	3		
FROM:	Michael A. Oblon	PHONE NUMBER:	(703) 770-7645
E-MAIL ADDRESS:	michael.oblon@shawpittman.com	FAX NUMBER:	(703) 770-7901

TEXT:

Examiner Kramer:

Per our discussion, please find attached proposed amended claims for 09/746,508. Please call me after you have a chance to review the proposed claims. Please do not enter these claims as an amendment at this time.

With best regards,

Michael

60 5 3

If you do not receive all pages, please call 703.770.7912**Fax Department Information**

REQUEST TRANSMISSION BY:	CLIENT NUMBER:	22367-0134
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PROPOSED CLAIM AMENDMENTS FOR 09/746,508

1. (Twice Amended) A system for automating the processing of damage claims [to company property] comprising:

a dispatch division adapted to receive a report of a ~~malfunction~~ at a first subscriber location [of the company property];

the dispatch division dispatching a technician to the first subscriber location in response to the report;

upon determining that a cause of the malfunction occurs at another location, the technician providing information in an electronic format related to the report of the malfunction via a communications network from a vicinity of the first subscriber location, the network communicating with the technician and the company; and

upon identifying an entity responsible for causing the malfunction, [wherein] the company [uses] utilizing the information in the electronic format related to the report of the malfunction to generate a bill to the entity that includes costs incurred for servicing the first subscriber.

8. (Amended) A system for automating the processing of damage claims to [company property] a communications network comprising:

a dispatch division adapted to receive a plurality of [first and second] reports of a malfunction at a plurality of locations, [of company property wherein the first and second reports are different];

the dispatch division capable of dispatching a first [and second] technician to a first location in response to [the first and second] one of the plurality of reports;

[the first technician diagnosing the first report of a malfunction and collecting data related to the first report;]

upon determining that a cause of the malfunction occurs at another location, the first technician providing a [the data related to the first] report from a vicinity of the first location via a network to the dispatch division; and

[the network capable of communicating with the first technician, the company and the dispatch division of the company;]

wherein the dispatch division identifies locations that are affected by the malfunction based upon the report, and refrains from dispatching technicians to locations other than a location where the malfunction is caused [reviews the data related to the first report, and based on that data, refrains from dispatching the second technician; and

wherein the company uses the data related to the first report to generate a bill].

(Cancel claims 3 and 12-17.)